Digicel broadband

WiMAX USB modem

Quick Start Guide

Digicel Broadband WiMAX USB modem (AX225)

Quick Start Guide

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1. INTRODUCTION

1.1 Welcome to Digicel Broadband's WiMAX USB modem

Thank you for choosing the Digicel Broadband WiMAX USB Modem (hereinafter referred to as "modem").

The modem represents next generation mobile broadband technology that's designed to work as fast outdoors as it does inside your home. With the modem, you'll connect to the Internet without complications. You can take the Internet, and everything you do with it, along with you.

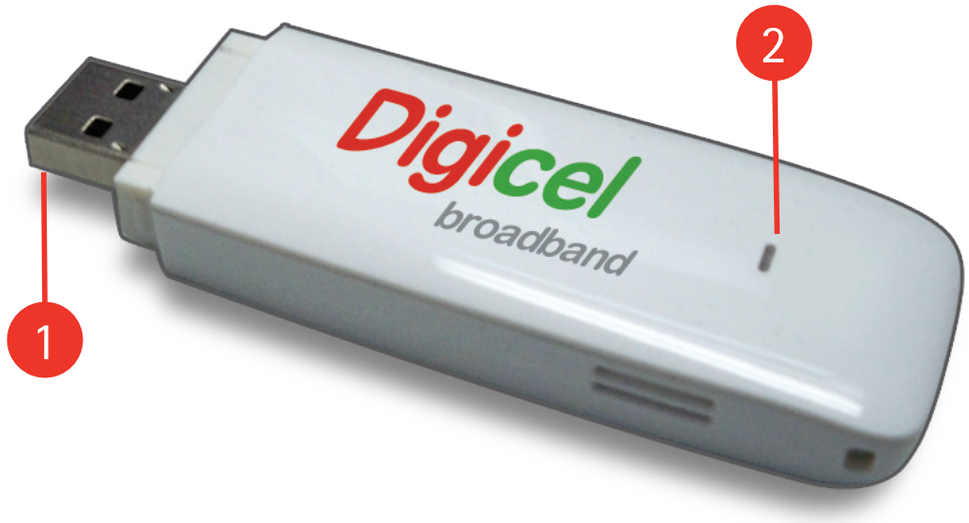
Getting started with the modem is simple: Just, connect your modem to your computer and the Connection Manager will be installed automatically, then activate your modem service, and you will have broadband Internet on the go. To guarantee your modem is always in its best condition, please read this manual carefully and keep it for future use.

The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your modem. The manufacturer operates a policy of continuous development and reserves the right to update and modify the technical specifications in this document at any time without prior notice.

To view the complete version of the user guide please.....

1.4 Modem view and interfaces

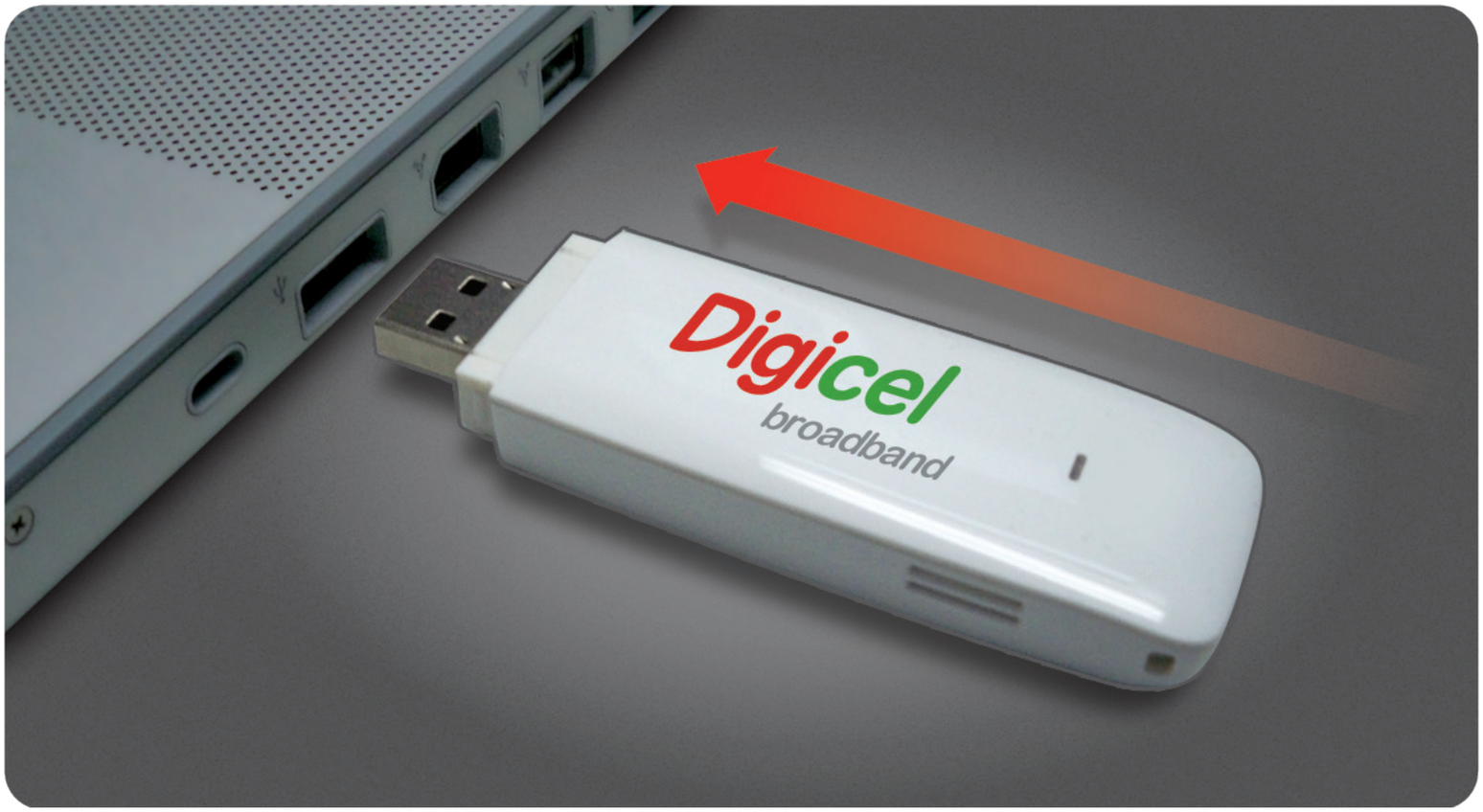
1. USB Connector
2. LED Indicator Light



2. INSTALLING MODEM

2.1 Inserting modem

Insert the modem as shown below:



When you insert the modem into your computer for the first time, your system will detect the new hardware automatically.

2.2 Installing modem Connection Manager

The modem Connection Manager (CM) manages modem connections.

- The modem Connection Manager (CM) does not manage connections for any other wireless connection cards including those designed to operate on the major cellular networks.
- To connect using another type of connection card, exit modem Connection Manager (CM) from the system tray and then launch that card's connection manager program.
- To return to the Digicel Broadband service of the modem, turn off the other connection manager program and then launch modem Connection Manager (CM).

Note: Please make sure you have uninstalled any previous version of the CM.

1. When you insert the modem into your computer for the first time, the below screen should appear automatically, please click "Next" button.
2. Click the "Change" button to select a different destination folder and click the "Next" button to continue installation.
3. Click the "Install" button to begin installation.
4. The installation is now in progress.
5. Click "Finish" when prompted.

After the installation, the installation software will create a shortcut icon on the desktop, and "Digicel Broadband CM" and "Uninstall" program groups in the computer can be found by navigating like this : Start > Programs > Digicel Broadband CM menu.

2.3 Connecting to Digicel Broadband with the USB modem

After you install the Digicel Broadband Connection Manager your web browser will automatically open and direct you to the Digicel Broadband self-care portal.

After typing in your information and following the instructions in the self care portal you will be able to start using the features that you have signed up for. (Internet access/VoIP calls)

2.4 Removing the modem safely

If you need to remove your modem from the computer please make sure that the Digicel Broadband CM application is closed and always use the "Safe removal of hardware" procedure. Improper operation will cause the software drivers to be locked or corrupted.

Use the following steps to safely remove your modem. First close the software application by clicking the "Close" button then click "OK" to confirm.

Safely remove the modem

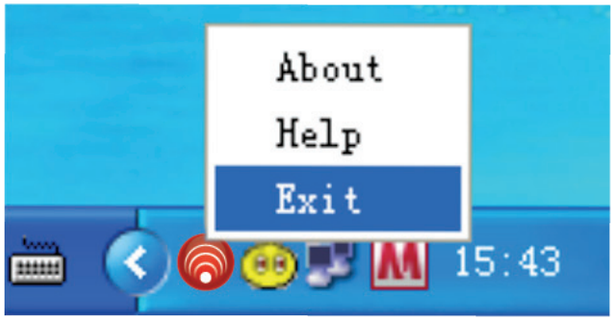
- E.g. in Windows XP, click the icon on the system tray.
- Click on "Safely Remove Hardware" to shut down the drivers safely.

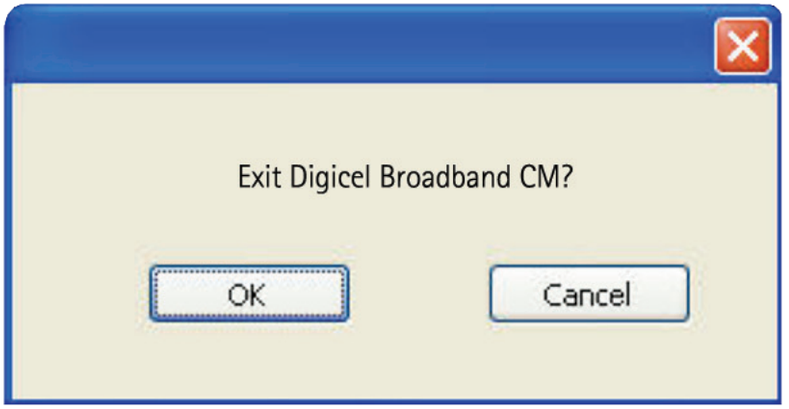
- Remove the modem.

2.5 Uninstalling modem Connection Manager

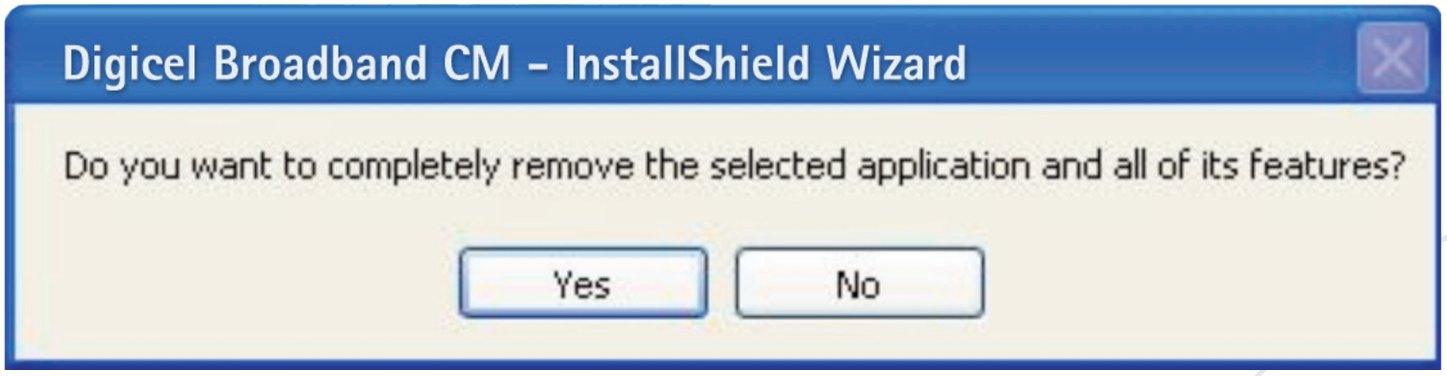
Make sure the modem Connection Manager is closed.

Right click on the modem Connection Manager icon in the system tray and click "Exit". Click 'OK" to confirm that you want to exit Connection Manager.





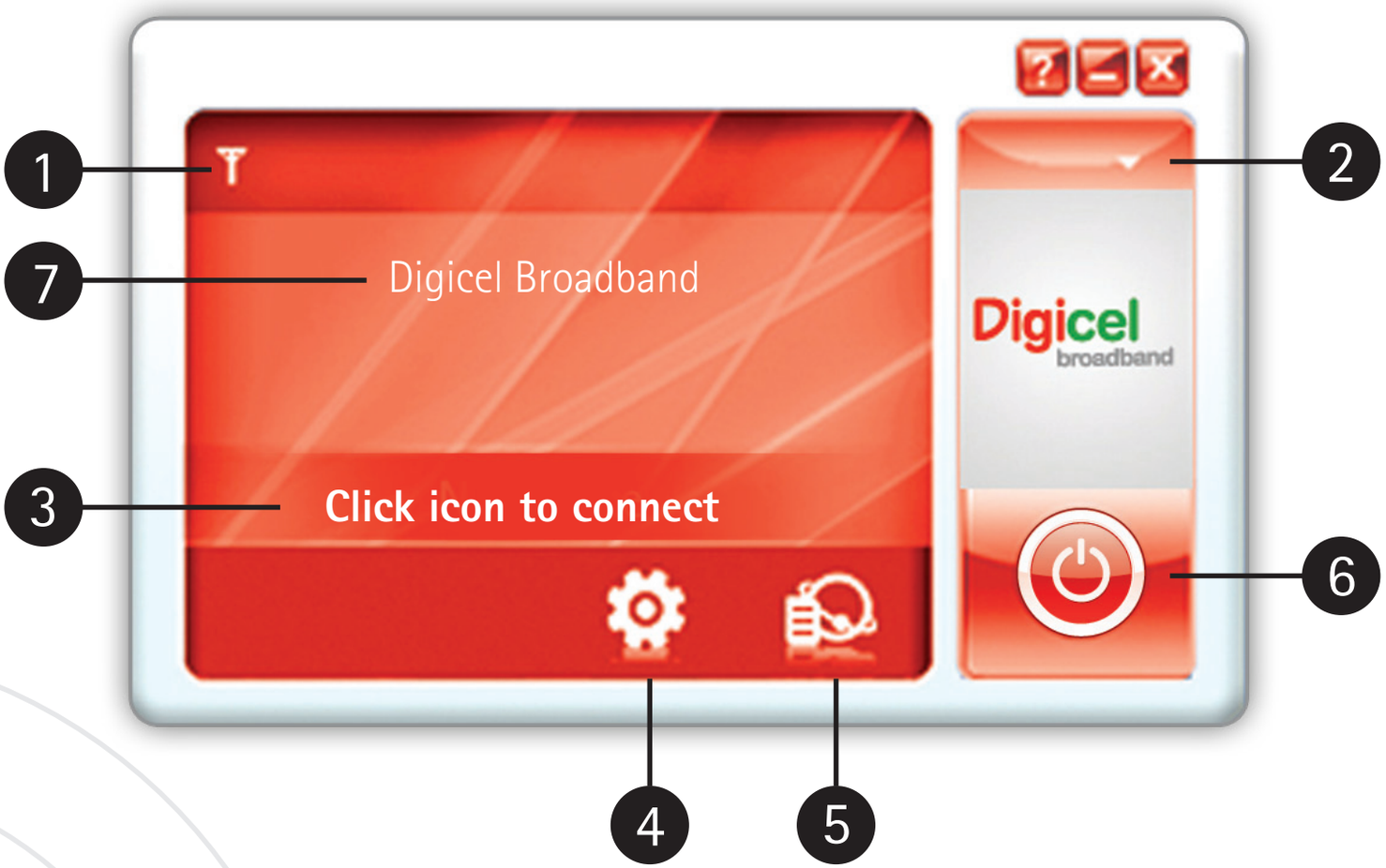
Click Start > (All) Programs >Digicel Broadband CM> Uninstall.
Or Click Start > Control Panel > Add or Remove Programs, highlight Digicel Broadband CM, and click Remove.


Digicel Broadband CM - InstallShield Wizard
Do you want to completely remove the selected application and all of its features?
Yes
No

Click the "Yes" button to confirm that you want to uninstall the modem Connection Manager.

3. MODEM CONNECTION MANAGER INTERFACE

When you launch the modem Connection Manager, the CM interface will be displayed as below:



1. **Signal indicator:** Shows signal strength if the Digicel Broadband network is connected
2. **Menu Button:** Three submenu items can be found here when clicked: “About”, “Help” and “Exit”
3. **Status Bar:** This shows the modem status: “No Device”, “Searching”, “Click icon to connect”, “Connecting”, “Connected” or “RF Off”
4. **Options Button:** Configures the modem options
5. **Data Records Button:** Shows the data records
6. **Connect Button:** Connects/Disconnects to the Digicel Broadband network or wakes up the modem by clicking this button
7. **Operator Name:** Shows the operator name of the network- Digicel Broadband

3.1 Connection Status

Below are descriptions of the various Connection Status Messages that will be displayed in the Status Bar while using the Connection Manager.

- **No Device:** The Connection Manager software has not detected the modem.
- **Searching:** The modem is searching for networks.
- **Waiting for Connection:** When the modem has searched for the Digicel Broadband network, the CM will display "Waiting for Connection". If the network is available, click the "Connect" button to initiate a connection.
- **Connecting:** The modem is establishing a new connection to Digicel Broadband. Click the "Cancel" button if you want to prevent from connecting to Digicel Broadband.
- **Connected:** The modem is connected to the Digicel Broadband network successfully.
- **RF Off:** When "RF Off" appears, the radio connections of the modem are disabled so no signal is being received. Click the "Connect" button to wake up the radio connections, and initiate a connection to find the Digicel Broadband network.

3.2 Digicel Broadband signal strength

When connected to the Digicel Broadband network or when viewing available networks, the bar indicates the relative strength of your Digicel Broadband signal. Signal strength indicates how strong the Digicel Broadband coverage is in the particular area and is not an indicator of network speed.

4. MODEM CONNECTION MANAGER SETTINGS

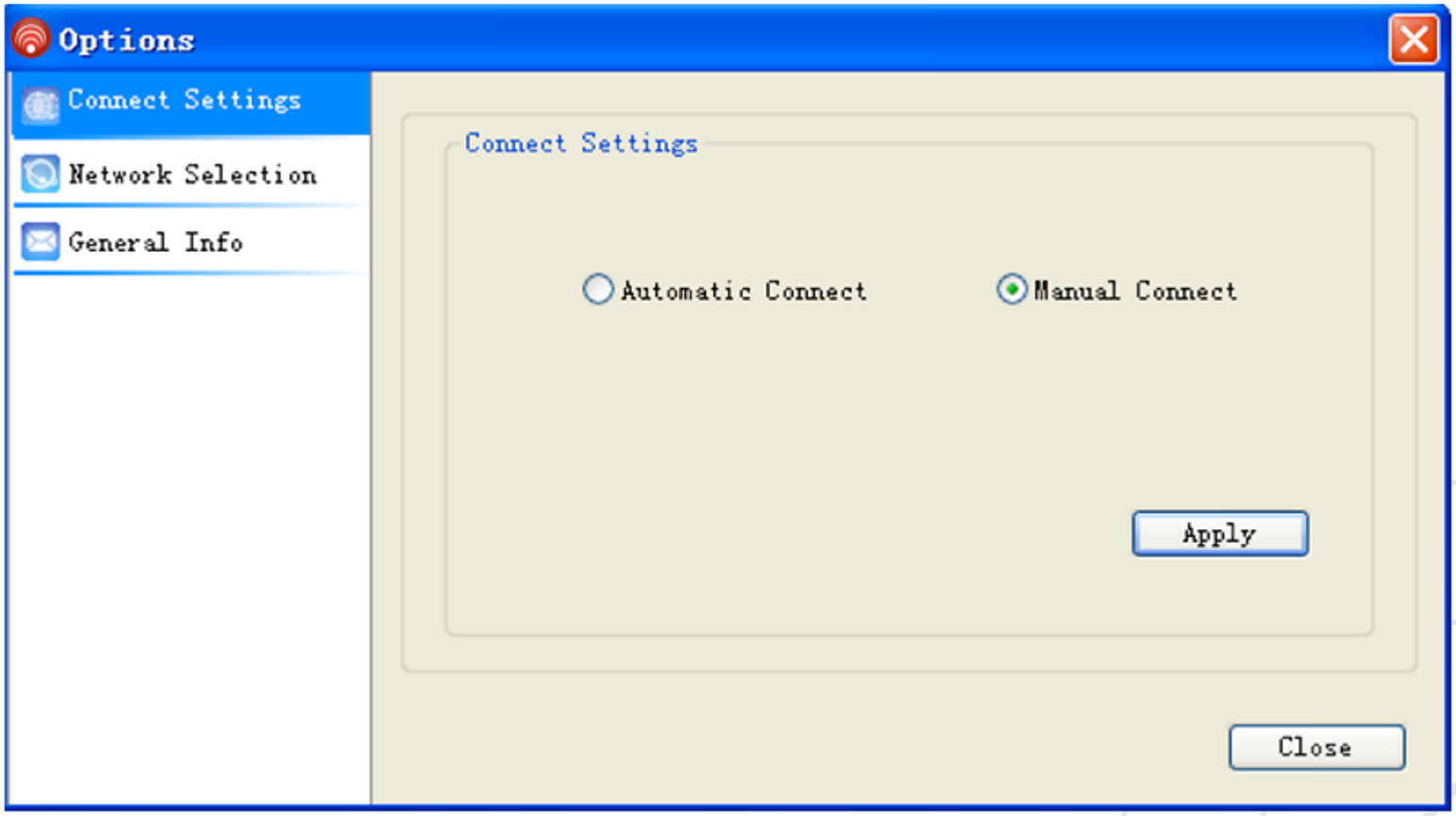
4.1 Options

The Options Settings window is divided into three panels:

- Connect Settings
- Network Selection
- General Info

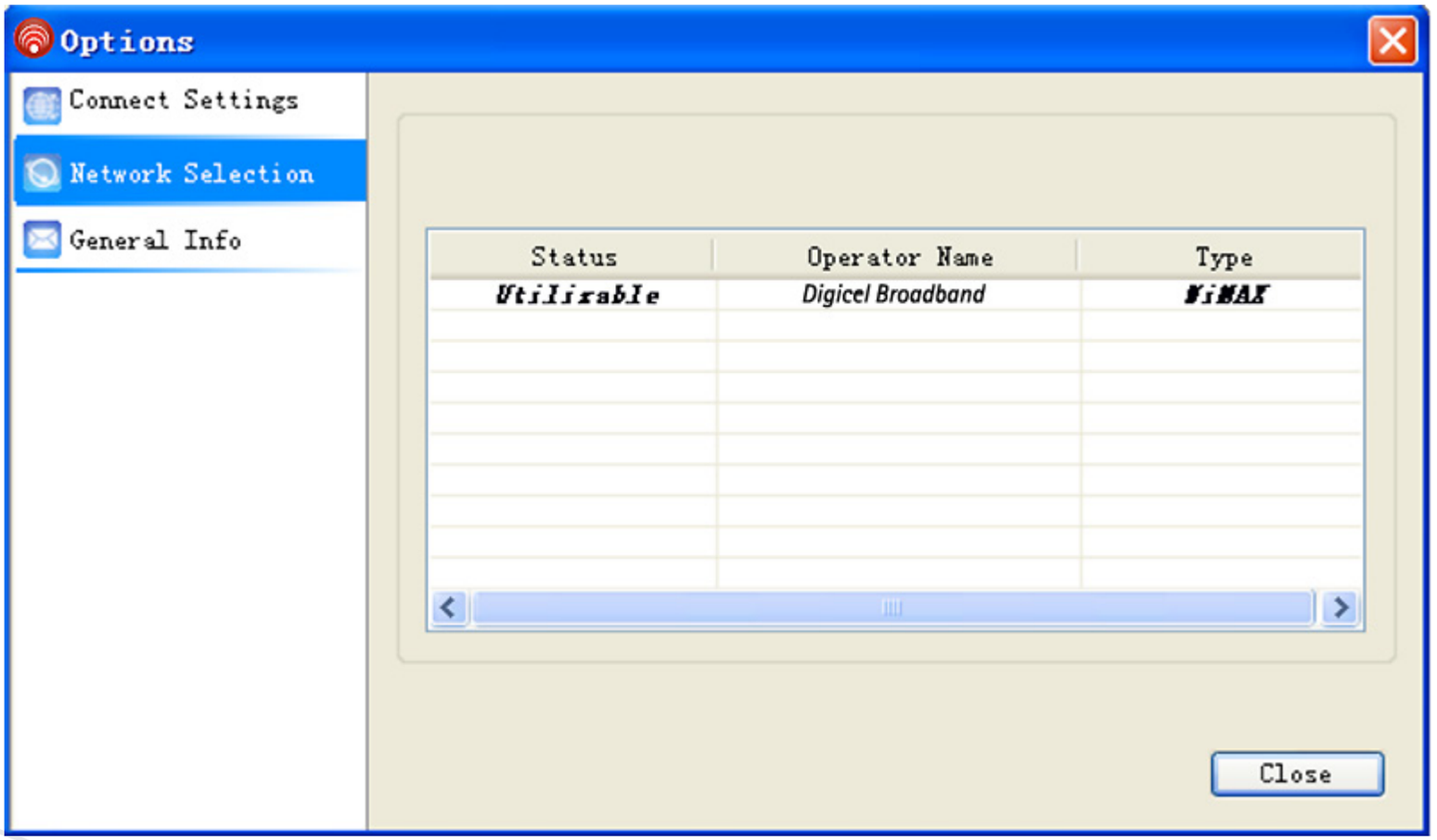
4.1.1 Connect Settings

Click Options > Connect Settings to display the Connect Settings panel.



4.1.2 Network Selection

Click Options > Network Selection to display the Network Selection panel. You will see the searched network information including status, operator information and network type.



If you meet the following problems while using the modem, please refer to the following answers to solve it. If the problems still exists, please visit www.digicelbroadband.com.

After the modem is plugged in, the Connection Manager program doesn't run automatically.

The system configuration is not proper. Please open the UI program manually

After restarting the computer, there is no signal.

- You are in a location where the Digicel Broadband network does not offer coverage. Move to another location that has a better signal.
- The modem isn't connected well. Pull out and insert the modem safely again.

When the modem is being inserted, the notebook computer does not recognise it.

- The installation programs of the modem haven't been installed properly.
- The modem isn't connected well. Restart the computer, or connect the modem again.

Data connection failed.

- You are in a location where the Digicel Broadband network does not offer coverage. Move to another location that has a better signal.
- The network at this time in this place is busy now. Try again later.
- The modem data has an error. It is possibly the Digicel Broadband network is experiencing problems.

Visit www.digiceljamaica.com/broadband for more information.
The manufacturer of the Digicel Broadband WiMAX USB modem is ZTE.